

Questions from Fall WIC Training 2014

Billings

1. Who & when are the sites monitoring visits?
Look for the monitoring schedule in the September 30, 2014, weekly newsletter. All dates are subject to change.
2. Do cellphone bills, satellite bills, etc. work for residency?
Yes
3. New Participant Packets?
We will use the current ones until they run out. Samples of the new packets will be sent to local agencies.
4. Are we getting an updated video on how to cash WIC benefits?
As EBT is on the horizon, there will probably not be another video until EBT implementation.
5. Is the sample scoring spreadsheet in the state plan?
Yes, see monitoring attachments.
6. Can initial contact be prompted when scheduling instead of when you add a new participant?
This question was about changing when you are required to enter an initial contact date. Currently, initial contact is required when creating a new participant file and is not required when in the scheduling screen. They wanted the requirement to move from participant screen to the scheduling screen. The SUG (SPIRIT User's Group) decided where the required entry would be and this is not changeable.
7. Can a pregnant and Breastfeeding food pkg get 2 jars of peanut butter and no beans at all?
Yes
8. Can breastfeeding moms get 3 pounds of cheese (fully BFing) or are they still limited to 2 pounds?
Yes- they receive one pound automatically, then they can sub up to 6 quarts of milk for an additional 2 pounds of cheese, which would end up being a total of 3 pounds. In fact, it may go higher if BF twins automatically- extra pound every other month
9. Please remember to address whether we need signed permission for web portal or CHIMES Medicaid proof.
If you need to use web portal, it is best to work with an IZ person in your department as we have an MOU to share participant information with them. If you use someone outside of IZ to check Medicaid eligibility, you need to obtain permission from the applicant/participant.
10. On VOC since income has probably changed are we to check?
You need to ask the participant if income has changed, as you would any participant. However, the VOC is good as-is and you are not required to do another income screening.
11. When is lag time (approx.) for paid checks to show up in M-SPIRIT?
1-2 days, give or take

12. Can checks still be reprinted for a new foster parent if checks have already been paid out to the last foster parent?
Yes. If the former guardian still has uncashed benefits for an upcoming month, you need to send them a letter requiring the benefits be sent back to WIC.
13. Can we issue breast pumps out of M-SPIRIT?
No, the functionality is not ideal and we chose not to use this function.
14. If a client loses SNAP, do we have to do an entire cert on them? Sometimes they lose it for “sanctioning” – not complying with TANF or SNAP requirements- not because of gain in income.
You need to re-check income but you do not need to do another certification. With these participants, keep in the back of your mind that if they are abusing one program, there is a high possibility they are abusing other programs.
15. If SIS does not work and we go ask OPA about it – with moms permission, or send mom to OPA – and they give us a print out that person is current on Medicaid or SNAP – is that acceptable?
Sending mom is best because she can request it herself. If you or another staff person goes, you will need a signed release of information to do so (you are releasing information to OPA that the person is participating in WIC). A printout from OPA does work.
16. Will we have ability to edit notes?
No, not at this time, it is not in current list of enhancements
17. If a hemoglobin for a child was done at cert and was done 3 months later and it's now normal – does another one need to be done again at the midcert? If a child’s hemoglobin is checked and low at certification, check it again at MID-CERT.
Please do not recheck hemoglobin for a child at the 3 month follow-up appointment. The State Plan has been changed and children with a low hemoglobin at certification do not require a recheck until mid-certification. Only two hemoglobin screens are allowed per certification period, if the follow-up is low (at mid-cert) please refer to the healthcare provider and re-check at next certification.
18. When the next income inserts are printed could they have: You will qualify for WIC if on SNAP, Medicaid, Free/Reduced School Lunch, etc and do not put the income on or date?
This is certainly something to add to the current income insert. Thank you for the suggestion.
19. If a breastfeeding mother says she hates fish – will not have any tuna or salmon in her home. Will not purchase it. Asks to have it removed from check. Do we need to have documentation from RD to do this – or is CPA ok?
No, you do not need RD approval, CPA can tailor package and document participants refusal and why
20. Just clarifying a point with RD tailoring infant formula with a prescription. If the MD sent in a Rx for a child on a medical formula to receive full formula at 6 months and no foods for the next 6 months, can the RD allow foods at 7 months with the same medical formula w/o a new Rx, as long as we document progression of infant feeding?
If the MD has not deferred supplemental foods decision to the RD, then NO, a new Rx is needed. If the MD checks the box stating that the RD may determine supplemental foods, then YES the RD may change.

21. When an infant changes from fully breastfeeding to all formula food package within a month that benefits have been issued to a fully Breastfed woman, is the infant eligible for formula that month? For example, a fully breastfeeding woman of a 4 month infant has received benefits issued 9-1-2014 to 9-30-2014 and wants a full formula package on 9-15-14. Is the infant eligible for formula?
Yes, in the current month you may change the infant's breastfeeding amount and food package to issue formula. Leave mom's benefits alone for that current month. For the following month(s), must change mom's food package to non-breastfeeding.
22. Care Plans: when doing the nutrition monitoring does this mean having a care plan after every note or just during the cert note? Or do you want a separate note? Or just in the chart?
A care plan must be written at cert for the time period between cert and mid-cert. A new care plan must be written at mid-cert to end of certification.
23. Would it be possible for M-SPIRIT to require the user to review and confirm substance intake (smoking/alcohol) at all appointments (certs and f/u)?
We need to check on this.
24. If a woman comes in and has been breastfeeding baby and baby is over 6 months old, do we print 1 month of benefits with her notice? Do we change that food package to a post-partum package or not print her any more benefits and of course give her the notice?
If the baby is over six months, do not print any more benefits if the mom is partially BF or non-BF. Change the infant's BF status and print the notice for mom.

Missoula

1. 3 gal milk, 1 qt evaporated milk – has to be on benefit specifically?
Yes. You need to provide the full nutrition benefit for the participant, if the total is 4 gallons of milk and they want cheese, tailor down 3 quarts, this will leave 3 gallons, 1 quart and a pound of cheese. If they do not want the quart, but rather the evaporated milk, tailor down 4 quarts, add in 1 can of evaporated milk and 1 pound of cheese. One or the other must be specified and they may not be substituted at the store, only what is on the check may be purchased.
2. Some participants like a combination of milk (some women want some soy and some cow's milk) the majority of the milk is on the first benefit. (2gal of soy and 2 gal of 2%) can this be fixed?
No, M-SPIRIT is setup this way on purpose. They are separate food items in the system and it is not recognized that they are both milk and should be spread out.
3. A CPA is supposed to record all risk codes. Does this include the diet code (425) if there are other codes already there?
No, only use the dietary guidelines code only if no others apply
4. Could there be "demo clients" that we could practice on?
Not using training laptops anymore – will f/u at state

5. What is going on with SIS? Not able to access a lot.
We are working on it.
6. Can we get some examples of what care plans should look like? Also examples of what F/U looks like?
Yes – new modules on SOAP and F/U online (M-SPIRIT modules)
7. When do we recheck hemoglobin for a breastfeeding mom that was low at cert?
For all women, do a recheck at 3 months as many do not have a mid-certification appointment.
8. Can you clarify hemoglobin? If a child is low at cert, the next hemoglobin is at mid-cert and not at the 3 month follow-up?
Yes
9. On the chart, it said Yes to check Hgb for infant at follow up apt. Is this only if the infant was low at 9 Mo.?
It has "yes" on chart because the 9 month appt. for an infant is a follow up, not (usually) a certification. For 9-12 month olds, only do 1 hgb during that time period, if it is low, re-check at mid-certification.
10. Code LGA – need dx?
The system will assign based on weight at birth. It is possible that a health care provider might diagnosis LGA for an infant that is not full term and/or does not meet the weight requirement, in this case the CPA could assign it manually.
11. Reason for Hgb @ 1 not taken when taken at 9 months?
CPA determined skip
12. Participant packet
We will use the current ones until they run out. Samples of the new packets will be sent to local agencies.
13. Re: SOAP – at mid-cert if there are no changes from certification appt. (goals, cp, referrals) can we say continue to do follow up on same goal and care plan or do we have to rewrite everything in SOAP?
You will need to do assessment and make new notes- may be same goals if they still apply
14. “Local agencies will maintain an audit for benefit stock.”
Make sure you know how much stock you have in the office and it is under lock and key. You do not need maintain a record of how many benefits were issued, as M-SPIRIT does that automatically.
15. RE: Nutrition Education A. Participants will be offered a minimum of four nutrition education contacts per 12-month certification and two contacts per 6-month certification period. Looks like 6 in a year?
Will change to "or"– it is not in addition, the number of contacts is specific to the length of certification.
16. RE: cheese issuance w/ soymilk: a lactose intolerant participant but prefers soy over lactose-free milk but tolerates cheese - b/c cheese maybe tolerated better in lactose sensitivity – then cheese w/soy should not be a finding.
That is correct, it would not be a finding. Remember that women can choose their milk, but for children the reason must be assessed by the CPA.

17. State plan section 8.8 – SPIRIT utilities returned formula tool: does this tool communicate to M-SPIRIT?
Yes. The tool is able to see what was issued to the participant.
18. Can M-SPIRIT preselect how many cans to issue in food pkg rather than CPA/RD having to manually select # cans to issue?
No – still need to do math
19. Does this Sept. training count for WIC CEUs for the Oct, 2014 to Sept 2015 federal year?
No – counts for current year (FFY 2014)
20. Are we supposed to be removing all “no longer applicable” risk codes at follow up and mid certs? Is an aide supposed to bring the file to the attention of a CPA if a code needs removing?
That would be ideal but could note it– technically CPA assesses risk and it is their decision to remove the risk code.
21. Do we need to chart whenever an “RD risk client” is scheduled w/ an aide b/c the RD lacks available appt. time?
Yes, counts as follow-up appointment
22. 9.9 of State Plan – is there a limit to the over amount of F & V benefit that the participant can pay the difference on? ei. F & V rings up as \$9 for child benefit vs F&V rings up as \$20 for child benefit.
There is no limit to the amount it may go over.
23. If/when we write “discussed” next to anthro/hgb that auto populates into SOAP, does that count as ED contact?
Maybe at f/u – but noted should be more substantial if growth is really an issue... For many participants there are a number of other nutrition/feeding/food resource issues which should be addressed.
24. Care Plan documentation: do we need to include timing of next appt. in care plan? PowerPoint presentation says Yes but handout does not communicate this is needed @ a minimum.
No for infant if on Sched (i.e. every 3 months), yes others.
25. If baby certifies @ 12 ½ months (technically child certification), will 9 month hemoglobin check still work?
Yes
26. Re: metric of End of cert: Can the End of Certification Notice be printed more than 3 months before the end of the certification? Sometimes w/ month to month issuance, 3 ½ months’ worth of benefits may be issued.
Yes, do at last appointment.